



## Ken Field

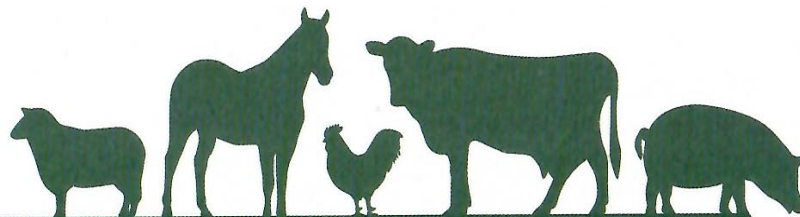
Owner of Slate Belt Energy Services

*Exclusively in the Blue Valley Times*

### Of Course it's My Fault

I prefer straight up facts and honesty. If I have to read between the lines to determine what someone is trying to say, I'm instantly aware that maybe what they are NOT saying is more important than what they ARE saying. For example most companies brag that their warranty on air conditioners covers all of the parts that could fail for 10 years. This would make one think that they make the products so well that they will not be giving away parts. However, the fine print says the warranty only applies to the original owner. Can you imagine all the wear and tear on an air conditioner from you moving out and someone else moving in? It must be huge. What that clause does is allow the manufacturer to weasel out of a responsibility they should own. They also only cover equipment in a rental property for 5 years instead of 10. Possibly that could be due to lack of maintenance that sometimes happens in rental homes, but NOT all of them. Refrigerant leaks are a big part of the problems we see inside of 10 years. So we have to locate the leak and replace the leaking part. Many times it is the cooling coil inside the air handler in the attic. We cover the labor for anything that happens in the first year and after that, the customer has to pay for labor and anything else not covered under the warranty. Refrigerant is not covered so that is always a charge added to the labor. Recently a customer called with a 3 year old system and it had a leak on the indoor coil. I verified the warranty status and told them approximately what the cost would be to make the repair. They were understandably upset but not directly with me. After all, I did not design or manufacture the failed part. So they called the manufacturer to complain about the short life of their coil and the cost they will incur to get it replaced. The person speaking for the manufacturer said it was my fault for not selling them an extended labor warranty. Cool, I knew it would end up being my fault. Instead of explaining why they build equipment that only lasts 3 years, they blame me for not taking an additional \$400 for a labor warranty that should not even be needed if the equipment was built properly. Oh, and the new coil won't have 10 years warranty like a new one would, only the remaining 7 years from the date of installation.

*Ken Field is the owner of Slate Belt Energy and Field's Service, Inc. As a certified energy rater and contractor, he is qualified to assess every aspect of energy usage and prescribe solutions to save energy. He can be reached at 610-759-6306 or email Ken@FieldsService.com*



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### Congratulations, Champion!

By Ann Flood

SLATE BELT - This week, I presented Aubre Krazier with a House citation on behalf of PA State Rep. Joe Emrick. Aubree is a 2022 PA state champion for girls high school wrestling at 106 lbs. What an achievement!

Girls wrestling has been a passion of mine my whole life, so it is exciting to see young girls be successful in this sport! I continue to advocate for the sanctioning of girls wrestling by the PIAA.

Congratulations, Aubree!

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